## Annual Reporting for High-Cost Recipients 47 C.F.R. §54.313(a)(2) through (a)(6) and (h)



4001 Rodney Parham Drive • Little Rock, Arkansas 72212 (501) 748-7000

#### REDACTED FOR PUBLIC INSPECTION

June 21, 2016

Ms. Marlene H. Dortch Office of the Secretary Federal Communications Commission 445 12th Street SW Washington, D.C. 20554

RE: WC Docket No. 14-58

Pursuant to Section 54.313 and 54.422 of the Federal Communications Commission's rules enclosed is the 2016 annual report and certifications for Windstream **Study Area Code 170165 located in Pennsylvania**. A copy of this report is also being filed with the Universal Service Administration Company (USAC), relevant state public service commissions, and tribal governments.

This filing contains a redacted (200) Service Outage Reporting (Voice) form. The information that was redacted is considered Confidential by the FCC and would cause Windstream to reveal proprietary information and trade secrets and cause damage to its competitive position.

Also redacted are forms (320) Unfulfilled Broadband Service Requests and (710) Company Broadband Service Price Offerings. Windstream does not make this information available to the public in the format required by this report. Release of this data would be detrimental to Windstream as it would provide other broadband providers servicing these areas a competitive advantage.

Should you have any questions, please contact me via email at <u>jeff.l.heacox@windstream.com</u> or by phone at 501-748-5390.

Sincerely,

/s/ Jeff Heacox

Jeff Heacox Staff Manager Compliance Reporting

FCC Foi	rm 481 - Carrier Annual Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	170165	
<015>	Study Area Name	DENVER & EPHRATA	
<020>	Program Year	2017	
<030>	Contact Name: Person USAC should contact with questions about this data	Jeff Heacox	
<035>	Contact Telephone Number: Number of the person identified in data line <030>	5017485390 ext.	
<039>	Contact Email Address: Email of the person identified in data line <030>	jeff.l.heacox@windstream.com	
	Form Type	54.313 and 54.422	

-	ervice Quality Improvement Reporting ollection Form		FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819  July 2013		
<010>	Study Area Code	170165			
<015>	Study Area Name	DENVER & EPHRATA			
<020>	Program Year	2017			
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox			
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.			
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@wi	ndstream.com		
<110>	Has your company received its ETC certification from the FCC?  If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	(yes / no			
<111>	year plan" filed with the FCC?	(yes / no	$^{\prime}$ $\bigcirc$ $\bigcirc$		
<112>	If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.  Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your CETC which only receives frozen support, your progress report is only required to address voice telephony service.	company is a		Name of Attacked Decument	
	Please select the appropriate responses below (Yes, No, Not Applicable) to cont that the attached document(s), on line 112, contains a progress report on its fiv service quality improvement plan pursuant to §54.202(a). The information shall submitted at the wire center level or census block as appropriate.	ve-year		Name of Attached Document	
<113>	Maps detailing progress towards meeting plan targets				
<114>	Report how much universal service (USF) support was received				
<115>	How much (USF) was used to improve service quality and how support was used to improve	rove service quality			
<116>	How much (USF) was used to improve service coverage and how support was used to im	prove service coverage			
<117>	How much (USF) was used to improve service capacity and how support was used to improve	prove service capacity		<b>i</b>	
<118>	Provide an explanation of network improvement targets not met in the prior calendar year.				

(200) Service Outage Reporting (Voice)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

									July	2013		
<010>	Study Area Co	de				170165						
<015>	Study Area Na	ime				DENVER & EP	HRATA					
<020>	Program Year					2017						
<030>	Contact Name	ntact Name - Person USAC should contact regarding this data Jeff Heacox										
<035>	Contact Telep	ntact Telephone Number - Number of person identified in data line <030> 5017485390 ext.										
<039>	Contact Email	Contact Email Address - Email Address of person identified in data line <030> jeff.l.heacox@windstream.com										
<210>	For the prior	For the prior calendar year, were there any reportable voice service outages?  Yes										
<220>	<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f></f>	<g></g>	<h>&gt;</h>
	NORS Reference Number	Outage Start Date	Outage Start Time	Outage End Date		Number of Customers Affected	Total Number of Customers	911 Facilities Affected (Yes / No)	Service Outage Description (Check all that apply)	Did This Outage Affect Multiple Study Areas (Yes / No)	Service Outage Resolution	Preventative Procedures
							See attached	<del> </del>				
						WO	rksheet					

(300) Unf	ulfilled Service Request			FCC Form 481		
Data Coll	ection Form				OMB Control No. 3060-0986/OMB Contro July 2013	l No. 3060-0819
<010>	Study Area Code		170165			
<015>	Study Area Name		DENVER & EPHRATA			
<020>	Program Year		2017			
<030>	Contact Name - Person USAC should contact regarding this data		Jeff Heacox			
<035> Contact Telephone Number - Number of person identified in data line <030>		5017485390 ext.				
<039> Contact Email Address - Email Address of person identified in data line <030>			jeff.1.heacox@windstream.com			
<300> U	nfulfilled service request (voice)		0			
<310> E	Detail on attempts (voice)					
		Nam	e of Attached Document		_	
<320>	Unfulfilled service request (broadband)		2			
	170165PA3	30.pdf				
<330>	Detail on attempts (broadband)					<u> </u>
		ľ	Name of Attached Document			

(400) Number of Complaints per 1,000 customers	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	170165	
<015>	Study Area Name	DENVER & EPHRATA	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should conta	act regarding this data Jeff Heacox	
<035>	Contact Telephone Number - Number of p <030>	person identified in data line 5017485390 ext.	
<039>	Contact Email Address - Email Address of   <030>	person identified in data line jeff.l.heacox@windstream.com	
<400>	Select from the drop-down list to indicate voice complaints (zero or greater) for voice calendar year for each service area in which any facilities you own, operate, lease, or or	e telephony service in the prior Offered only fixed voice ch you are designated an ETC for	
<410>	Complaints per 1000 customers for fixed v	voice 11.22	
<420>	Complaints per 1000 customers for mobile	e voice	
<430>	Select from the drop-down list to indicate end-user customer complaints (zero or grethe prior calendar year for each service are an ETC for any facilities you own, operate,	eater) for broadband service in Offered only fixed broadband ea in which you are designated	
<440>	Complaints per 1000 customers for fixed b	broadband 10.75	
<450>	Complaints per 1000 customers for mobile	e broadband	

•	npliance With Service Quality Standards and Consumer Protection Rules ection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	170165	
<015>	Study Area Name	DENVER & EPHRATA	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox	
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com	
<500>	Certify compliance with applicable service quality standards and consumer pro-	otection rules Yes	
<510>	Descriptive document for Service Quality Standards & Consumer Protection Ru	170165PA510.pdf ules Compliance	

(600) F	unctionality in Emergency Situations		FCC Form 481
Data C	ollection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	170165	
<015>	Study Area Name	DENVER & EPHRATA	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox	
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com	
<600>	Certify compliance regarding ability to function in emergency situations	Yes	

170165PA610.pdf

<610> Descriptive document for Functionality in Emergency Situations

(700) Price Offerings including Voice Rate Data Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010> Study Area Code	170165	
<015> Study Area Name	DENVER & EPHRATA	
<020> Program Year	2017	
<030> Contact Name - Person USAC should contact regarding this data	Jeff Heacox	
<035> Contact Telephone Number - Number of person identified in data	line <030> 5017485390 ext.	
<039> Contact Email Address - Email Address of person identified in data	line <030> jeff.l.heacox@windstream.com	
<701> Residential Local Service Charge Effective Date  1/1/2016  2702> Single State-wide Residential Local Service Charge		

<703>	<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<b5></b5>	<c></c>
Ī					Residential Local			Mandatory Extended Area	
}	State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fees
-									
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-					See at	tached worksheet			
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(710) Broadbrand Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013

<010>	Study Area Code	70165
<015>	Study Area Name	DENVER & EPHRATA
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c></c>	<d1></d1>	<d2></d2>	<d3></d3>	<d4></d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees	Total Rate and Fees	Broadband Service - Download Speed (Mbps)	Broadband Service - Upload Speed (Mbps)	Usage Allowance (GB)	Usage Allowance Action Taken When Limit Reached {select }
				- See attac	hed				
				worksheet -	1				

(800) Op	erating Companies		FCC Form 481
Data Coll	ection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
			July 2013
<010>	Study Area Code	170165	
<015>	Study Area Name	DENVER & EPHRATA	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox	

<810>	Reporting Carrier	Windstream D&E, Inc
<811>	Holding Company	Windstream Services, LLC
<812>	Operating Company	Windstream D&E, Inc

jeff.l.heacox@windstream.com

5017485390 ext.

<035> Contact Telephone Number - Number of person identified in data line <030>
<039> Contact Email Address - Email Address of person identified in data line <030>

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
:			
•	See atta	ached worksh	et
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(900) Tribal Lands Reporting Data Collection Form		FCC Form 481 OMB Control No. 3060-0986/OMB Control No. July 2013	3060-0819
<010> <015> <020> <030> <035> <035> <035> <039> <900>	Study Area Code  Study Area Name  Program Year  Contact Name - Person USAC should contact regarding this data  Contact Telephone Number - Number of person identified in data line <030>  Contact Email Address - Email Address of person identified in data line <030>  Does the filing entity offer tribal land services? (Y/N)  Tribal Land(s) on which ETC Serves	170165  DENVER & EPHRATA  2017  Jeff Heacox 5017485390 ext.  jeff.l.heacox@windstream.com  No	
<920>	Tribal Government Engagement Obligation	Name of Attached Document	
If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:		Select Yes or No or Not Applicable	
<921> <922> <923> <924> <925> <926> <927> <926> <927> <928> <929>	Needs assessment and deployment planning with a focus on Tribal community anchor institutions. Feasibility and sustainability planning; Marketing services in a culturally sensitive manner; Compliance with Rights of way processes Compliance with Land Use permitting requirements Compliance with Facilities Siting rules Compliance with Environmental Review processes Compliance with Cultural Preservation review processes Compliance with Tribal Business and Licensing requirements.		

			1 460 1
	pice and Broadband Service Rate Comparability		FCC Form 481
Data Coll	ection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819
			July 2013
<010>	Study Area Code		170165
<015>	Study Area Name		DENVER & EPHRATA
<020>	Program Year		2017
<030>	Contact Name - Person USAC should contact regarding this data		Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line	e <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data lin	e <030>	jeff.l.heacox@windstream.com
<1000>	Voice services rate comparability certification	Yes	5
<1010>	Attach detailed description for voice services rate comparability compliance	1701	L65PA1010.pdf
			Name of Attached Document
<1020>	Broadband comparability certification		s - Pricing is no more than the most recent applicable benchmark announced by Wireline Competition Bureau
<1030>	Attach detailed description for broadband comparability compliance	17016	65PA1030.pdf
			Name of Attached Document

(1100) N	o Terrestrial Backhaul Reporting		FCC Form 481	
Data Col	lection Form		OMB Control No. 3060-0986/OMB Control No. 3060-0819	
			July 2013	
<010>	Study Area Code	170165		
<015>	Study Area Name	DENVER & EPHRATA		
<020>	Program Year	2017		
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox		
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.		
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstrea	am.com	
<1100>	Certify whether terrestrial backhaul options exist (Y/N)	Yes		
<1130>	Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 upstream within the supported area pursuant to § 54.313(g).	kbps		

Lifeline	erms and Condition for Lifeline Customers		FCC Form 481  OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	170165	
<015>	Study Area Name	DENVER & EPHRATA	
<020>	Program Year	2017	
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox	
<035>	Contact Telephone Number - Number of person identified in data line <030	> 5017485390 ext.	
<039>	Contact Email Address - Email Address of person identified in data line <030	)> jeff.l.heacox@windstream.com	
<1210>	Terms & Conditions of Voice Telephony Lifeline Plans	170165PA1210.pdf	
		N	Name of Attached Document
<1220>	Link to Public Website HTTP		
or the we	heck these boxes below to confirm that the attached document(s), on line 1210, ebsite listed, on line 1220, contains the required information pursuant to (a)(2) annual reporting for ETCs receiving low-income support, carriers must report:		
<1221>	Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers,		
<1222>	Details on the number of minutes provided as part of the plan,		
<1223>	Additional charges for toll calls, and rates for each such plan.		

(2000) Price Cap Carrier Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers	July 2013

<010>	Study Area Code	170165
<015>	Study Area Name	DENVER & EPHRATA
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Inc	remental Connect America Phase I reporting	No	
<2010>	2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support		
<2011>	3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support	Not Applicable	
<2022>	Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.	No	
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two -54.313(b)(2)(ii). Round 2 recipients only.	No No	
<2024A>	Round 2 Recipient of Incremental Support?		
<2024B>	Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	
<2025A>	Round 1 or Round 2 Recipient of Incremental Support?	No	
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-	Name of Attached Document Listing Required Information	
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		No

(2000) Price Cap Carrier Additional Documentation (Continued)  Data Collection Form  Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers		FCC Form 481 OMB Control N July 2013	o. 3060-0986/OMB Control No. 3060-0819
<2016>	Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)} Certification support used to build broadband	Yes	
	t America Phase II Reporting {47 CFR § 54.313(e)}		
<2017A>	Connect America Fund Phase II recipient?	Yes	
<2017B>	Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price	Name of Attached Document Listing Required Information	170165PA2017.xlsm
<2018>	cap carrier used for capital expenditures in 2015. Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)	Name of Attached Document Listing Required Information	
<2019>	Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)		
<2020>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)		
<2021>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)		
<2026>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)		
<2027>	Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)		

(3005) Rate Of Return Carrier Additional Documentation	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	170165
<015>	Study Area Name	DENVER & EPHRATA
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)		
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}	Γ	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information	
(3012A)	Community Anchor Institutions {47 CFR §	-	
(3012B)	54.313(f)(1)(ii)} Please Provide Attachment	Name of Attached Document Listing Required	
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	Information (Yes/No)	
(3014)	If yes, does your company file the RUS annual report	(Yes/No)	
(3015)	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires: Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers) Document(s) with Balance Sheet, Income Statement		
(3017)	and Statement of Cash Flows If the response is yes on line 3014, attach your	Name of Attached Document Listing Required	
(3017)	company's RUS annual report and all required documentation	Information	
(3018)	If the response is no on line 3014, is your company audited? If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains: Either a copy of their audited financial statement; or	(Yes/No)	
(3020)	(2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.  If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:		
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers		
(3023)	Underlying information subjected to a review by an independent certified public accountant		
(3024)	Underlying information subjected to an officer certification.		
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows		
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information	

(3005) Rate Of Return Carrier Additional Documentation (Continued)	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	170165
<015>	Study Area Name	DENVER & EPHRATA
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
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Financial Data Summary	
Financial Data Summary	
(3027) Revenue	
(3028) Operating Expenses	
(3029) Net Income	
(3030) Telephone Plant In Service(TPIS)	
(3031) Total Assets	
(222)	
(3032) Total Debt	
(3033) Total Equity	
(3034) Dividends	
(303 I) Dividends	

(4005) Rural Broadband Experiment Additional Documentation Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	170165
<015>	Study Area Name	DENVER & EPHRATA
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data li	ne <030> 5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data I	ine <030> jeff.1.heacox@windstream.com

## **4005 Rural Broadband Experiment**

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

## Public Interest Obligations - FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission's public interest obligations. All RBE participants must provide a response to Line 4001.

**4001**. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

## Community Anchor Institutions – FCC 14-98 (paragraph 79)

**4003a**. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

## If yes to 4003A, please provide a response for 4003B.

speed and data usage allowances available in the

relevant geographic area.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.

Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.

4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband Name of Attached Document Listing Required Information

Certification - Reporting Carrier	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	170165
<015>	Study Area Name	DENVER & EPHRATA
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

#### TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

#### Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients

I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.

Name of Reporting Carrier: DENVER & EPHRATA

Signature of Authorized Officer: CERTIFIED ONLINE Date 06/17/2016

Printed name of Authorized Officer: Tim Loken

Title or position of Authorized Officer: Director

Telephone number of Authorized Officer: 5017487442 ext.

Study Area Code of Reporting Carrier: 170165 Filing Due Date for this form: 07/01/2016

Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.

	ion - Agent / Carrier ection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
<010>	Study Area Code	170165
<015>	Study Area Name	DENVER & EPHRATA
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.1.heacox@windstream.com

## TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

I certify that (Name of Agent) also certify that I am an officer of the reporting carr agent; and, to the best of my knowledge, the report	is authorized to submit the information reported on behalf of the reporting carr y responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authoriz data provided to the authorized agent is accurate.	
Name of Authorized Agent:		
Name of Reporting Carrier:		
Signature of Authorized Officer:	Date:	
Printed name of Authorized Officer:		
Title or position of Authorized Officer:		
Telephone number of Authorized Officer:		
Study Area Code of Reporting Carrier:	Filing Due Date for this form:	
Persons willfully making false statements on this fo	n be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

## TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent	t Authorized to File Annual Reports for CAF or LI Recipion	ents on Behalf of Reporting Carrier				
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.						
Name of Reporting Carrier:						
Name of Authorized Agent Firm:						
Signature of Authorized Agent or Employee of Agent:		Date:				
Name of Authorized Agent Employee:						
Title or position of Authorized Agent or Employee of Ager	nt					
Telephone number of Authorized Agent or Employee of A	agent:					
Study Area Code of Reporting Carrier:	Filing Due Date for this form:					
Persons willfully making false statements on this for	m can be punished by fine or forfeiture under the Communications Act of 18 of the United States Code, 18 U.S.C. § 1001.	1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title				



## CONFIDENTIAL

## REDACTED FOR PUBLIC INSPECTION

(200) Service Data Collect		orting (V	oice)				OMB			CC Form 481 IMB Control No. 3060-0986/OMB Control No. 3060-0819 Jly 2013	
<010> Si	tudy Area Code	2					170165				
	tudy Area Nam						DENVER &	EPHRATA			
	rogram Year						2017				
			AC should cont				Jeff Heac 501748539				
				•	ntified in data li	116 <030>					
<039> C	ontact Email A	aaress - En	nali Address of	person ide	ntified in data li	ine <030>	jeff.l.hea	acox@windstream.com			
<210> For the prior calendar year, were there any reportable voice service outages?  Yes											
<220>											
<a></a>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<c1></c1>	<c2></c2>	<d></d>	<e></e>	<f> Did This Outage</f>	<g></g>	<h>&gt;</h>
NORS		Outage		Outage	Number of	Total	911 Facilities	Service Outage	Affect Multiple		
Reference Number	Outage Star		Outage End		Customers	Number of	Affected	Description (Check all that apply)	Study Areas	Service Outage	Preventative
	Date	Time	Date	Time	Affected	Customers	(Yes / No)	ан шасарруу	(Yes / No)	Resolution	Procedures

(700) Price Offerings including Voice Rate Data	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	170165
<015>	Study Area Name	DENVER & EPHRATA
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com
<701>	Residential Local Service Charge Effective Date 1/1/2016	

<703>

<702> Single State-wide Residential Local Service Charge

<a1></a1>	<a2></a2>	<a3></a3>	<b1></b1>	<b2></b2>	<b3></b3>	<b4></b4>	<b5></b5>	<c></c>
				Residential Local			Mandatory Extended Area	
State	Exchange (ILEC)	SAC (CETC)	Rate Type	Service Rate	State Subscriber Line Charge	State Universal Service Fee	Service Charge	Total per line Rates and Fees
PA	ADAMSTOWN		FR	19.14	0.0	0.0	0.0	19.14
PA	AKRON		FR	19.14	0.0	0.0	0.0	19.14
PA	DENVER		FR	16.88	0.0	0.0	0.0	16.88
PA	EPHRATA		FR	19.14	0.0	0.0	0.0	19.14
PA	LITITZ		FR	19.14	0.0	0.0	0.0	19.14
PA	MANHEIM		FR	19.14	0.0	0.0	0.0	19.14
PA	ADAMSTOWN		MS	10.0	0.0	0.0	0.0	10.0
PA	AKRON		MS	10.0	0.0	0.0	0.0	10.0
PA	DENVER		MS	10.0	0.0	0.0	0.0	10.0
PA	EPHRATA		MS	10.0	0.0	0.0	0.0	10.0
PA	LITITZ		MS	10.0	0.0	0.0	0.0	10.0
PA	MANHEIM		MS	10.0	0.0	0.0	0.0	10.0

# CONFIDENTIAL REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	170165
<015>	Study Area Name	DENVER & EPHRATA
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c> <d1></d1></c>	<d2></d2>	> <d3></d3>		<d4></d4>
	State	Exchange (ILEC)	Residential Rate	State Regulated Fees		Broadband Service - Download Speed (Mbps)	Broadband Service -Upload Speed (Mbps)	Usage Allowance (GB)	
_									

# CONFIDENTIAL REDACTED FOR PUBLIC INSPECTION

(710) Broadband Price Offerings	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code	170165
<015>	Study Area Name	DENVER & EPHRATA
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Number - Number of person identified in data line <030>	5017485390 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	jeff.l.heacox@windstream.com

<711>	<a1></a1>	<a2></a2>	<b1></b1>	<b2></b2>	<c> <d1></d1></c>	<d2></d2>			<d4></d4>
	State	Exchange (ILEC)	Residential	State Regulated		Broadband Service -	Broadband Service	Usage Allowance	
	State		Rate	Fees		Download Speed (Mbps)	-Upload Speed (Mbps)	(GB)	
						(Wibps)			
<u> </u>									
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[									

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

<010>	Study Area Code		170165
<015>	Study Area Name		DENVER & EPHRATA
<020>	Program Year		2017
<030>	Contact Name - Person US	SAC should contact regarding this data	Jeff Heacox
<035>	Contact Telephone Numb	er - Number of person identified in data line <030>	5017485390 ext.
<039>	89> Contact Email Address - Email Address of person identified in data line <030>		jeff.1.heacox@windstream.com
<810>	Reporting Carrier	Windstream D&E, Inc	
<811>	Holding Company	Windstream Services, LLC	
<812>	Operating Company	Windstream D&E, Inc	

<813>	<a1></a1>	<a2></a2>	<a3></a3>
	Affiliates	SAC	Doing Business As Company or Brand Designation
_	Windstream Communications, LLC		
_			
		I	

FCC Form 481

Line 330 - Unfulfilled Broadband Service Requests Resolution

Study Area Code: 170165

Study Area Name: Windstream D & E, Inc.

Year: 2015

Date the Request		How service was attempted/Reason it was Unfulfilled
was Held	Name of Exchange	( If fulfilled, the date it was fulfilled)

## **Voice Certification:**

Windstream certifies that we comply with applicable service quality standards and consumer protection rules as required by the state regulatory commission and the Federal Communications Commission.

- 1. Service quality metrics are monitored and reviewed each month
- 2. Windstream is founded on integrity. All employees are required to complete a course on integrity each year.
- 3. Windstream employees have at their disposal our People Practices Overview Course which is a general overview of the guidelines that govern all Windstream employees.
- 4. Windstream's Customer Proprietary Network Information (CPNI) training manual documents when personnel are, and are not, authorized to use CPNI. This Manual constitutes Windstream's policies and procedures related to CPNI. All employees are required to follow the policies and procedures specified in this manual.
- 5. Windstream IT has in place numerous measures to insure the integrity of the network and the customer data that resides on the network. The network is monitored 24/7 and periodic reviews of the security processes are performed.
- 6. Windstream makes every attempt to achieve one-call resolution on customer invoice issues.
- 7. Windstream has developed a program to help spot the Red Flags of identity theft, which is consistent with the FTC's guidelines, and has procedures in place to mitigate the potential damage of identity theft.
- 8. Windstream has implemented our Customer Account Protection Plan (CAPP) to provide increased security against unauthorized changes (cramming) to customer accounts. This plan requires third-party carriers to have a customers Passcode to change the customer's service or access the customers account information.

## Line 510-Continued:

## **Broadband Certifications**

Windstream certifies that it complies with applicable service quality standards, if any, and consumer protection rules as required by the state regulatory commission and the Federal Communications Commission.

Specifically:

- 1. All Windstream employees are required to complete a security awareness training every year.
- 2. Windstream's Customer Proprietary Network Information (CPNI) training manual documents when personnel are, and are not, authorized to use CPNI. This Manual constitutes Windstream's policies and procedures related to CPNI. All employees are required to follow the policies and procedures specified in this manual.
- 3. Windstream IT has in place numerous measures to insure the integrity of the network and the customer data that resides on the network. The network is monitored 24/7 and periodic reviews of the security processes are performed.
- 4. Windstream has developed a program to help spot the Red Flags of identity theft, which is consistent with the FTC's guidelines, and has procedures in place to mitigate the potential damage of identity theft.

## Line 610 – Description of Functionality in Emergency Situations

#### Voice:

Windstream certifies that it is compliant with applicable rules on service provision in emergency situations. Windstream central offices are designed to withstand limited commercial power failures through the use of emergency batteries supplemented by on site or portable generators. Windstream personnel perform routine maintenance on this essential equipment based on the manufacturer's service recommendations and Windstream service practices. The backup batteries are load tested routinely and the on site generators are tested monthly.

Windstream's network is engineered to handle traffic spikes that can occur as the result of emergency situations. The network is monitored 24/7 by our Network Operations Center ensuring quick response whenever and where ever it is needed. Network redundancy is built into our network where ever possible to ensure alternate routing is available when necessary.

#### Broadband:

Windstream certifies that it is compliant with applicable rules on service provision in emergency situations. Windstream central offices are designed to withstand limited commercial power failures through the use of emergency batteries supplemented by on site or portable generators. Windstream personnel perform routine maintenance on this essential equipment based on the manufacturer's service recommendations and Windstream service practices. The backup batteries are load tested routinely and the on site generators are tested monthly.

## **AFFIDAVIT**

STATE OF <u>ARKANSAS</u>	)
	)
COUNTY OF PULASKI	)

I, <u>Tim Loken</u>, being duly sworn upon oath, do hereby depose and state as follows:

I am an officer of the reporting carriers, as listed on the Carrier List; my responsibilities include ensuring the accuracy of the rates reported in this report.

I hereby certify pursuant to the requirements under 47 C.F.R. §54.313(a)(10) that:

(1) The pricing of Windstream's voice services is no more than two standard deviations above the national average urban rate for voice service.

Tim Loken, Director - Regulatory Reporting

Subscribed and sworn to before me this 13 of June . 2016.

THIN WASHINGTON

PUBLIC

Votary Public

My Commission expires:

## **Carrier List**

STATE	Legal Entity	SAC	Certify fixed voice service is no more than two standard deviations above the applicable national average urban rate.  Yes/No
AL	Windstream Alabama, LLC	250302	Yes
AR	Windstream Arkansas, LLC	401691	Yes
FL	Windstream Florida, Inc.	210336	Yes
GA	Windstream Georgia, LLC	220357	Yes
GA	Windstream Georgia Telephone, LLC	220364	Yes
GA	Windstream Standard, LLC	220386	Yes
GA	Windstream Accucomm Telecommunications, LLC	220395	Yes
GA	Georgia Windstream, LLC	223036	Yes
GA	Windstream Georgia Communications, LLC	223037	Yes
IA	Windstream Iowa Communications, Inc.	351167	Yes
IA	Windstream Iowa Communications, Inc.	351170	Yes
IA	Windstream Iowa Communications, Inc.	351178	Yes
IA	Windstream Montezuma, Inc.	351248	Yes
KY	Windstream Kentucky West, LLC	260402	Yes
KY	Windstream Norlight, Inc.	269004	Yes
KY	Windstream Kentucky East, LLC	269690	Yes
KY	Windstream Kentucky East, LLC	269691	Yes
MN	Windstream Lakedale, Inc.	361414	Yes
MN	Windstream Lakedale, Inc.	361482	Yes
МО	Windstream Missouri, Inc.	421885	Yes
MS	Windstream Mississippi, LLC	280453	Yes
NC	Windstream Concord Telephone, Inc.	230474	Yes
NC	Windstream North Carolina, LLC	230476	Yes
NC	Windstream Lexcom Communications, Inc.	230483	Yes
NE ·	Windstream Nebraska, Inc.	371568	Yes
NM	Valor Telecommunications of Texas, LLC	491164	Yes
NM	Valor Telecommunications of Texas, LLC	491193	Yes
NY	Windstream New York, Inc.	150106	Yes
NY	Windstream New York, Inc.	150109	Yes
NY	Windstream New York, Inc.	150113	Yes
ОН	Windstream Ohio, Inc.	300665	Yes
ОН	Windstream Western Reserve, Inc.	300666	Yes
ОК	Valor Telecommunications of Texas, LLC	431165	Yes

STATE	Legal Entity	SAC	Certify fixed voice service is no more than two standard deviations above the applicable national average urban rate.  Yes/No
ОК	Windstream Oklahoma, LLC	431965	Yes
OK	Oklahoma Windstream, LLC	432011	Yes
PA	Windstream Buffalo Valley, Inc.	170151	Yes
PA	Windstream Conestoga, Inc.	170162	Yes
PA	Windstream D & E, Inc.	170165	Yes
PA	Windstream Pennsylvania, LLC	170176	Yes
SC	Windstream South Carolina, LLC	240517	Yes
TN	Windstream Norlight, Inc.	299008	Yes
TX	Valor Telecommunications of Texas, LLC	441163	Yes
TX	Windstream Communications Kerrville, LLC	442097	Yes
TX	Windstream Sugar Land, Inc.	442147	Yes
TX	Texas Windstream, Inc.	442153	Yes

FCC Form 481 Line 1030 - Description of Broadband Comparability Compliance

Windstream offers the following broadband plans:

<b>Download Speeds</b>	<b>Upload Speeds</b>	<b>Usage Allowance</b>	Rate	В	enchmark
6MB	1MB	Unlimited	\$ 59.99	\$	73.54
12MB	1.5MB	Unlimited	\$ 64.99	\$	76.39
16MB	1.5MB	Unlimited	\$ 64.99	\$	79.29
<b>20MB</b>	1.5MB	Unlimited	\$ 64.99	\$	83.02
24MB	1.5MB	Unlimited	\$ 64.99	\$	87.57
24MB	4MB	Unlimited	\$ 64.99	\$	87.86
40MB	4MB	Unlimited	\$ 64.99		

Windstream's broadband pricing is well below the relevant benchmark rates.

## **Carrier List**

			Certify Windstream's broadband pricing is below the relevant benchmark rate.
STATE	Legal Entity	SAC	Yes/No
AL	Windstream Alabama, LLC	250302	Yes
AR	Windstream Arkansas, LLC	401691	Yes
FL	Windstream Florida, Inc.	210336	Yes
GA	Windstream Georgia, LLC	220357	Yes
GA	Windstream Georgia Telephone, LLC	220364	Yes
GA	Windstream Standard, LLC	220386	Yes
GA	Windstream Accucomm Telecommunications, LLC	220395	Yes
GA	Georgia Windstream, LLC	223036	Yes
GA	Windstream Georgia Communications, LLC	223037	Yes
IA	Windstream Iowa Communications, Inc.	351167	Yes
IA	Windstream Iowa Communications, Inc.	351170	Yes
IA	Windstream Iowa Communications, Inc.	351178	Yes
IA	Windstream Montezuma, Inc.	351248	Yes
KY	Windstream Kentucky West, LLC	260402	Yes
KY	Windstream Norlight, Inc.	269004	Yes
KY	Windstream Kentucky East, LLC	269690	Yes
KY	Windstream Kentucky East, LLC	269691	Yes
MN	Windstream Lakedale, Inc.	361414	Yes
MN	Windstream Lakedale, Inc.	361482	Yes
МО	Windstream Missouri, Inc.	421885	Yes
MS	Windstream Mississippi, LLC	280453	Yes
NC	Windstream Concord Telephone, Inc.	230474	Yes
NC	Windstream North Carolina, LLC	230476	Yes
NC	Windstream Lexcom Communications, Inc.	230483	Yes
NE	Windstream Nebraska, Inc.	371568	Yes
NM	Valor Telecommunications of Texas, LLC	491164	Yes
NM	Valor Telecommunications of Texas, LLC	491193	Yes
NY	Windstream New York, Inc.	150106	Yes
NY	Windstream New York, Inc.	150109	Yes
NY	Windstream New York, Inc.	150113	Yes
ОН	Windstream Ohio, Inc.	300665	Yes
ОН	Windstream Western Reserve, Inc.	300666	Yes
ОК	Valor Telecommunications of Texas, LLC	431165	Yes

			Certify Windstream's broadband pricing is below the relevant benchmark rate.
STATE	Legal Entity	SAC	Yes/No
ОК	Windstream Oklahoma, LLC	431965	Yes
ОК	Oklahoma Windstream, LLC	432011	Yes
PA	Windstream Buffalo Valley, Inc.	170151	Yes
PA	Windstream Conestoga, Inc.	170162	Yes
PA	Windstream D & E, Inc.	170165	Yes
PA	Windstream Pennsylvania, LLC	170176	Yes
SC	Windstream South Carolina, LLC	240517	Yes
TN	Windstream Norlight, Inc.	299008	Yes
TX	Valor Telecommunications of Texas, LLC	441163	Yes
TX	Windstream Communications Kerrville, LLC	442097	Yes
TX	Windstream Sugar Land, Inc.	442147	Yes
TX	Texas Windstream, Inc.	442153	Yes

#### LIFELINE SERVICE

#### Definition

A. Lifeline Service is a retail local service offering available to qualifying low-income residential customers and is provided pursuant to the FCC Order 12-11 released on February 6, 2012.

#### **Discounts**

A. The following credits will apply for customers deemed eligible for Lifeline assistance: Monthly Credit

Federal Credit \$9.25 State Credit to Residential Access Line Varies by state

Residents of federally recognized tribal lands may Receive an additional reduction up to \$25.00

B. The monthly discounted residential rate for qualified low-income customers may not be reduced below zero. Therefore, the credit amount defined in A. above shall not exceed the total of the subscriber line charge and the customer's normal residential local exchange service rate.

#### General

- A. The Company shall offer toll blocking to all qualifying low income customers at no charge at the time such customers subscribe to Lifeline service. If the customer voluntarily elects to receive toll blocking, the service shall become part of the customer's Lifeline service and all service deposits will be waived.
- B. Lifeline program rate reductions do not apply to long distance service or any other services (i.e., Custom Calling, CLASS, construction charges, etc.) which may or may not be tariffed. Customers may obtain such services, where available, at their discretion, although the Lifeline program rate reduction does not apply.
- C. Lifeline program service will not be available on a retro-active basis.

#### Eligibility Requirements

- A. The Lifeline program rate reduction shall apply to one (1) telephone line per residential household, at the subscriber's principal place of residence. Service is limited to only one Service per qualified customer or household; within this section, 'household' is defined as "any individual or group of individuals who are living together at the same address as one economic unit," with an 'economic unit' defined as, "all adult individuals contributing to and sharing in the income and expenses of a household."
- B. The service must be provided in the eligible customer's name.
- C. An applicant whose household income is at or below 135% of the Federal Poverty Guidelines, or who participate in one of the following programs:

Medicaid
Food Stamps
Supplemental Security Income
Federal Public Housing Assistance
Low Income Home Energy Assistance Program
Temporary Assistance to Needy Families
National School Lunch's Free Lunch Program

D. The customer must sign, under penalty of perjury, a document certifying:

He/she is receiving benefits from one of the programs listed in C. above. Name of the program(s) from which they are receiving benefits.

That he/she will notify the company if he/she no longer participates in the program(s) named in C. preceding.

- E. Customers qualifying for Lifeline Service are offered the services or functionalities enumerated in 47 Code of Federal Regulations §54.101 (a) (1)-(8) (relating to Supported Service for Rural, Insular and High Cost Areas).
- F. The Company has certification processes in place which at the time of enrollment requires a documentation review that confirms the consumer's household eligibility. The Company will retain copies of the self-certification records of both the applicant and the Company. A Company officer will attest that these procedures are in place.
- G. The Company will annually verify the continued eligibility pursuant to the FCC Order 12-11 released on February 6, 2012.

#### Credits and Deposits

- A. The credit verification procedures available for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline program.
- B. The deposit standards used for all applicants who apply for service with the Company will also be used for applicants who apply for service under the Lifeline Program with the exception that deposit requirements will be waived for Lifeline Service applicants who voluntarily elect to subscribe to toll blocking service.

#### Service Charges

- A. Service charges do not apply when eligible customers with existing residential service convert to Lifeline Service.
- A service order deposit is not applicable to customers who elect toll blocking when initiating Lifeline service
- C. A service order charge does apply when:

At the time Lifeline Service billing is initiated, eligible residential local exchange access service customers also request additional optional calling features such as Custom Calling Features, CLASS features, etc.

Any subsequent moves or changes after the initial connection to Lifeline service are requested by the customer.

Service is established for new residential applicants (those without existing local exchange access service) eligible for Lifeline Service.

## Payments and Disconnection of Service

- A. Lifeline service may not be disconnected for non-payment of toll charges. In addition, the Company will not deny re-establishment of local service to customers who are eligible for Lifeline Assistance and have previously been disconnected for nonpayment of toll charges.
- B. Partial payments that are received from Lifeline customers will first be applied to local service charges and then to any outstanding toll charges.

Windstream Residential Service Rates by Service Area Rates shown with and without state and federal Lifeline discounts applied

		Without Lifeline	Discounts	With Lifeline D	Discounts
Year	SAC	Low	High	Low	High
2015	170165	\$23.38	\$25.64	\$14.13	\$16.39

Form 2017b SAC 170165 Statement

FCC Form 481 OMD Control No. 3060-0986

54.313(e)(1)-(2) requires carriers report the total amount of Phase II support, if any, the price cap carrier used for capital expenditures in the previous calendar year. Please complete the statement below.

The total amount of Phase II support that the price cap carrier used for capital expenditures in the previous calendar year is:

**Prior Calendar Year** 

\$1,901.86

#### Please use this tab to report Geocoded Information for locations newly built to in the prior calendar year (FCC 14-190, Paragraph 125)

15-Digit Census Block Code	NECA assigned operating company code (OCN)	Study Area Code (SAC)	Latitude (to six decimal places)	Longitude (to six decimal places)	Street address		City	State	Zip Code	Phase II-funded block or extremely high-cost census	Date of deployment	Number of Units	Explanation (if # of units exceeds 1; e.g., a
	company code (ocity)									block			multi-dwelling unit)
420710102011036	0165	170165	40.262567	-76.209934	1060 GIRL SCOUT RD	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	2	Business
420710102011036	0165	170165	40.262567	-76.209934	900 GIRL SCOUT RD	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	2	Geocoding
420710101013060	0165	170165	40.233324	-76.147856	890 LONG LN	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	1	
420710101013060	0165	170165	40.230460	-76.153311	1000 LONG LN	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	1	
420710101011007	0165	170165	40.285577	-76.169309	1447 W ROUTE 897	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	1	
420710101011007	0165	170165	40.285577	-76.169246	1445 W ROUTE 897	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	1	
420710101011007	0165	170165	40.286116	-76.175732	1615 W ROUTE 897	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	2	Geocoding
420710101011007	0165	170165	40.286116	-76.175732	1765 W ROUTE 897	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	2	Geocoding
420710101011007	0165	170165	40.276554	-76.170045	490 SPORTSMAN RD	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	1	
420710101011005	0165	170165	40.295965	-76.196569	840 FOREST RD	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	1	
420710101011005	0165	170165	40.296169	-76.200927	1020 FOREST RD	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	1	
420710101011005	0165	170165	40.297628	-76.192955	75 YELLOW MOUNTAIN RD	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	1	
420710126012013	0165	170165	40.196610	-76.085181	1289 MUDDY CREEK RD	DENVER	PA		17517	Phase II Funded Census Block	12/31/2015	1	
420710130001012	0165	170165	40.161250	-76.158181	151 PLEASANT VALLEY RD	EPHRATA	PA		17522	Phase II Funded Census Block	12/31/2015	1	
420710124031021	0165	170165	40.179049	-76.216807	217 MEADOW VALLEY RD	EPHRATA	PA		17522	Phase II Funded Census Block	12/31/2015	1	
420710124031021	0165	170165	40.179885	-76.216033	215 MEADOW VALLEY RD	EPHRATA	PA		17522	Phase II Funded Census Block	12/31/2015	1	
420710102022024	0165	170165	40.227880	-76.216114	730 FLINTSTONE RD	EPHRATA	PA		17522	Phase II Funded Census Block	12/31/2015	1	
420710102013069	0165	170165	40.217581	-76.305773	225 CREST RD	LITITZ	PA		17543	Phase II Funded Census Block	12/31/2015	1	
420710106005010	0165	170165	40.208044	-76.510220	1018 SUNNYBURN RD	MANHEIM	PA		17545	Phase II Funded Census Block	12/31/2015	1	
420710105012051	0165	170165	40.161751	-76.455954	1487 BRENEMAN RD	MANHEIM	PA		17545	Phase II Funded Census Block	12/31/2015	1	

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